

Deborah.Easterling

From: Deborah.Easterling
Sent: Tuesday, September 04, 2012 3:08 PM
To: 'hurney4fl@aol.com'
Subject: RE: Letter OfProtest Docket 2012-177-WS

Dear Mr. Hurney,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

From: hurney4fl@aol.com [<mailto:hurney4fl@aol.com>]
Sent: Monday, September 03, 2012 5:35 PM
To: PSC_Contact
Subject: Letter OfProtest Docket 2012-177-WS



* Required Fields

Letter of Protest
in Docket 2012 - 177 - WS

Print

Email

Date: * 9/3/2012

Protestant Information:

Name * James Hurney

Mailing Address * 1215 Molokai Dr.

City, State Zip * Tega Cay, SC 29708 Phone * 386-882-2381

E-mail

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a current (Unsatisfied) customer of TCWS. I am 100% AGAINST any billing increase at this time.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

Not only is the water that they provide unacceptable and violates federal clean water requirements their customer service is far below par. In addition, they extort money from the customers by lying about their ability to read the meters, which my wife and I have witnessed personally, and then provide an "Estimated" bill which is 40 - 50% greater than months' worth of previous monthly bills, and they do not make any adjustments on following bills. This should not be acceptable and should be investigated. There is in no way any legitimate reason they can provide that justifies this increase. As a counter measure, we should be requesting a reduction until such time we vote that they have improved their service and the water they are providing.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

No thank you. If the correct decision can not be made with the voice of these protests, making an appearance would be useless.